



## DECLARATION FOR PATENT APPLICATION

As a below named inventors, we hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe that I am the original, first and sole inventor (if only one name is listed below) or an original first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

### BEHAVIOR EXPERTS IN ESERVICE MANAGEMENT

the specification of which:

[ ] is attached hereto.

[X] was filed on October 26, 2001 as Application No. 10/032967

and was amended on \_\_\_\_\_.

I hereby state that I have reviewed and understand the contents of the above identified specification including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a Filing date before that of the application on which priority is claimed.

Foreign Application(s), if any, for Patent or Inventor's Certificate Filed Within 12 Months Prior to the Filing Date of This Application:

<u>Country</u>	<u>Application No.</u>	<u>Date of Filing (day, month, year)</u>	<u>Priority Claimed</u>
_____	_____	_____	<u>Under 35 U.S.C. §119</u> [ ] YES [ ] NO
_____	_____	_____	[ ] YES [ ] NO
_____	_____	_____	[ ] YES [ ] NO

All Foreign Applications, if any, for Patent or Inventor's Certificate Filed More Than 12 Month's Prior to the Filing Date of This Application:

<u>Country</u>	<u>Application No.</u>	<u>Date of Filing</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed.

Prior Foreign Application(s)

<u>Number</u>	<u>Country</u>	<u>Day/Month/Year Filed</u>	<u>Priority Claimed</u>
_____	_____	_____	<u>Yes</u> <u>No</u>
_____	_____	_____	<u>Yes</u> <u>No</u>

I hereby claim the benefit under Title 35, United States Code, §119 of any United States provisional application(s) listed below.

U.S. Provisional Application Number                            Filing Date

60/243,4769    10/27/00

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code §112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, §1.56 which became available between the Filing date of the prior application and the national or PCT international Filing date of this application.

<u>Application Serial No.</u>	<u>Date of Filing</u>	<u>Status</u> <u>(patented, pending abandoned)</u>
_____	_____	
_____	_____	
_____	_____	
_____	_____	

**Please send Correspondence and direct telephone calls to:**

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**\*\*\* Signature Page Follows \*\*\***

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under §1001 of Title 18 of the U. S. Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

EAD Cox

Inventor's signature

30 Mar 2002

Date

Earl D. Cox

Name of sole or first inventor

Morrisville, North Carolina

Post Office Address

United States

Citizenship